



In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to Rebecca Hester. Please include as much detail as possible, outlining all issues you would like considered, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process.
Timescale: Within 3 working days of receiving your complaint.

Stage 3 – Our Investigation

Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate and outlining our final response. Please be aware because of the size the organization we are unable to provide more than one formal investigation.

Timescale: We aim to respond within 15 working days of receiving your complaint.

Stage 4 – The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP

Tel: 01722 333306

www.tpos.co.uk